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Customer Care Statement

We aim to provide outstanding levels of service to all our customers and commit to help you to buy or sell, let or rent your home with integrity and professionalism.

As a member of The Property Ombudsman Scheme, we commit to complying with their Code of Practice for Lettings and Estate Agents. Copies of the Code of Practice and consumer guides are available in our branches on request or can be downloaded from www.tpos.co.uk

We observe the regulations of the Estate Agents Act 1979, The Consumer Protection from Unfair Trading Regulations 2008, the Business Protection from Misleading Marketing Regulations 2008, Data Protection Act 1989, and Money Laundering Regulations 2007.

LIV Move will ensure no person or group of persons will be treated less favourably by us than any other person or group of persons because of their age, race, colour, ethnicity, religious or national origin, gender, disability, appearance, marital status, sexual orientation or social status.

Complaints Procedure

To ensure that these standards are maintained, we have introduced a complaints procedure, which provides for any grievances to be handled internally. We commit to taking your grievance seriously. We will listen, investigate, and confirm our findings to you in a speedy, impartial and honest way.

If you believe you have a grievance, please write to the Manager of the branch concerned outlining the details. Your complaint will be acknowledged within 3 working days and will then be thoroughly investigated according to our in-house procedures. We will reply with a formal written outcome within 15 working days of receipt of your initial correspondence.

If you are not satisfied with the outcome of our initial investigation, we will offer you the opportunity to have your grievance reviewed by the Managing Directors. On conclusion of this review, we will send a reply within 15 working days of submission.

Following the conclusion of our investigations we will send a written statement of our final view. In the event that our final view fails to satisfy your complaint, you are at liberty to have the matter referred to **The Property Ombudsman**. We will co-operate with the Ombudsman and provide all information relating to the matter. In such a case any referral to the Ombudsman must be made within 12 months of our final view.

If we fail to conclude our investigations within 8 weeks from when the complaint was first submitted in writing, it can be referred to the Ombudsman.

TPO details

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